

108TH CONGRESS
2D SESSION

H. R. 3816

To require employees at a call center who either initiate or receive telephone calls to disclose the physical location of such employees, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

FEBRUARY 11, 2004

Mr. STRICKLAND introduced the following bill; which was referred to the
Committee on Energy and Commerce

A BILL

To require employees at a call center who either initiate or receive telephone calls to disclose the physical location of such employees, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Call Center Con-
5 sumer’s Right to Know Act of 2003”.

6 **SEC. 2. CALL CENTER REQUIREMENTS.**

7 (a) IN GENERAL.—A United States corporation or its
8 subsidiaries that utilizes a call center to initiate telephone
9 calls to, or receive telephone calls from, individuals located

1 in the United States, shall require each employee in the
2 call center to disclose the physical location of such em-
3 ployee at the beginning of each telephone call so initiated
4 or received.

5 (b) CERTIFICATION REQUIREMENT.—A corporation
6 or subsidiary described in subsection (a) shall annually
7 certify to the Federal Trade Commission whether or not
8 the corporation or subsidiary, and the employees of the
9 corporation or subsidiary at its call centers, have complied
10 with that subsection.

11 (c) NONCOMPLIANCE.—A corporation or subsidiary
12 that violates subsection (a) shall be subject to such civil
13 penalties as the Federal Trade Commission prescribes
14 under section 3.

15 (d) CALL CENTER DEFINED.—In this section, the
16 term “call center” means a location that provides cus-
17 tomer-based service and sales assistance or technical as-
18 sistance and expertise to individuals located in the United
19 States via telephone, the Internet, or other telecommuni-
20 cations and information technology.

21 **SEC. 3. FEDERAL TRADE COMMISSION RULES.**

22 Not later than 9 months after the date of enactment
23 of this Act, the Federal Trade Commission shall prescribe
24 rules to provide for effective monitoring and compliance
25 with this Act. The Federal Trade Commission’s rule-

- 1 making shall include appropriate civil penalties for non-
- 2 compliance with this Act.

